Restaurant/snack bar, Retiring Room, Reserved Lounge, Free Passenger Baggage Trollies and Drinking water in disposable glasses.

(d) Does not arise.

Dealing with fog-induced problems

726. SHRI B.J. PANDA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that to deal with fog, Indian has engaged the services of a consulting meterologist for speedy weather forecasts in anticipation of the winter fog;

(b) if so, the details thereof;

(c) whether the airlines has developed some system to intimate the passengers about rescheduling/cancellation of flights in such eventualities; and

(d) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) and (b) Yes, Sir. Indian Airlines engages the services of a consultant (retired employee of Meteorology Department) for a period of three months when foggy conditions are at its peak.

(c) and (d) Yes, Sir. Regional General Managers (C) have been advised to nominate dedicated official as 'Fog Officer" to ensure better co-ordination and monitoring of information with all outstations falling under their respective region. The strength of staff/officers at the airport have been increased by drawing people from other sections. Indian Airlines' centralised Call Centre has been designated as the Nodal office to liaisen with IA customers. The Call Centre has out bound sections located at six metros providing information on delayed/combined/re-scheduled/disrupted flights. This information is also disseminated on all India basis to the passengers of affected flights through SMS facility on their mobile contacts from the Call Centre at Delhi. Posters have been displayed at prominent locations requesting passengers to check flight status before leaving for the airport. Further, stickers have been distributed over the network to be affixed on the ticket requesting passengers to check flight status before they leave for the airport.